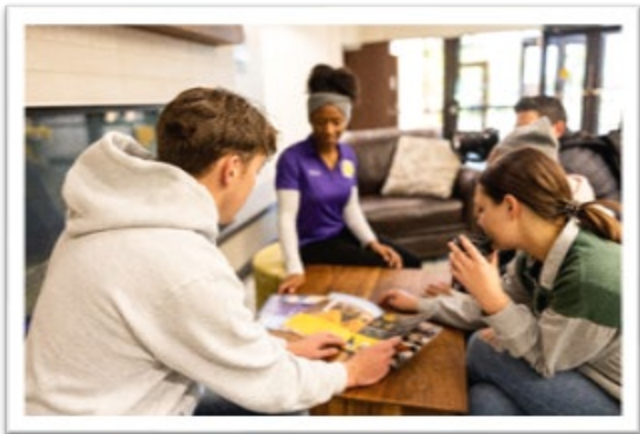


2026 Support Services Program Review



[Enter your Program here]



2026 Program Review

General Overview and Statement of Purpose

The Support Services Program Review (SSPR) Process is a process for assessing all support services at the College of Southern Idaho. The intent of the SSPR process is to provide an ongoing and systematic assessment of the health and vitality of CSI support services, thereby allowing the institution to strategically allocate resources in support of student learning and achievement.

The SSPR process is used to inform the President, Cabinet, Trustees, and other relevant stakeholders of the strengths and weaknesses of CSI support service programs so that action can be taken in support of institutional effectiveness and mission fulfillment.

Actions taken as a result of the SSPR process can include recognition of superior performance as well as acknowledgement of areas in need of specific and dedicated improvement efforts. Final decisions regarding specific actions taken as a result of the SSPR process are the purview of the President in consultation with relevant parties and stakeholders. The President provides a written response to each SSPR report that includes specific recognition of achievement as well as direction for improvement, similar to the “recommendations and commendations” framework that the college receives from accreditation evaluators.

It is expected that SSPR reports will be thorough and comprehensive, and that they will provide a thoughtful and analytical approach to measuring both the successes and the challenges faced by the program being reviewed.

The following Support Service Programs are up for review in 2026: _

Support Services Unit	Responsible Party
Advising Services	Dean of Enrollment Services
Campus Safety	Executive Director for Facilities and Maintenance
Plant Facilities	Executive Director for Facilities and Maintenance
College and Career Readiness	Dean of Career and Technical Education
Off-Campus Centers	Dean of Student Access
Student Conduct/CARE Team	Dean of Students
Enrollment Services	Dean of Enrollment Services

Structure, Content, and Timeline

Support Services Program Review reports provide an assessment of the program and its ability to contribute to the mission, goals, and objectives of the College of Southern Idaho Strategic Plan. The following criteria are addressed via the SSPR template which is made available during the initial SSPR training event in April of each year. Assessment and evaluation criteria include:

- Key services and customers served.
- Key goals/objectives.
- Data informed assessment of the effectiveness of the program, based upon unit goals and objectives.
- Explanation and examples of how assessment results are used for continuous improvement.
- A summary of employee positions.
- Analysis of opportunities for increased efficiency and streamlining of operations.
- Plans for improving and strengthening the program.

SSPR Annual Timeline and Assignments

April	Training will be provided to programs implicated in the current SSPR cycle by the Office of the President. The current SSPR Template will be made available at this training.
June	Initial unit drafts of SSPR reports will be discussed with the Office of the President, with informal feedback provided.
August	In-progress drafts of SSPR reports will be discussed and reviewed by the Office of President, with formal feedback provided.
October 15	Final SSPR templates will be submitted to the Office of President for a final review (optional).
November 15	Final SSPR reports will be submitted to Office of the President.
January	Report responses will be provided by the Office of the President.

Best Practices: Collaborate with your peers and with your Director/Dean/Vice President. This process will be more impactful if your peers understand and are involved in the process.

General Information and Goals

Describe your program's core purpose. Who are the primary customers served by your program?

Describe your program's goals and objectives. How are these goals aligned with the Strategic Plan? Please be specific about this alignment. The Strategic Plan can be found here: [Strategic Plan | CSI - College of Southern Idaho](#)

Assessment Data

How is success in meeting your program's goals/objectives measured, either quantitatively or qualitatively?

Provide a comprehensive assessment of the current effectiveness of your program based upon your goals and objectives as measured by the data described in the previous question.

Using the expertise that you have with your program, what statements and observations can you make about the success of your program in meeting your student support goals?

Staffing and Efficiency

Provide a position-by-position list of the employee positions in the program.

Position	Primary Duties	# of Employees
(ex). Director	Oversight and Supervision	1
(ex.) HVAC Technicians	Maintenance of repair of various campus HVAC and related systems	4

What opportunities for increased efficiency might exist from sharing skill sets and resources with other programs through collaboration or restructuring?

What opportunities might cross-training provide for increased efficiency?

What process improvements could be implemented to streamline operations?

Are there program components that could be outsourced to improve services and cut costs?

What technological improvements might increase the program’s ability to meet its key objectives?

Does your program envision budget enhancements or hiring needs in the future? Explain the benefits of your request and provide evidence for the need, if any.

Overall Assessment and Future Planning

How are the results of ongoing assessment and evaluation efforts used by the program to identify and address student barriers?

What should the program be accomplishing that it is not currently able to accomplish? How do you plan to position the program to achieve those goals/objectives moving forward?

In summary, how do you view the overall health of the program and its ability to contribute to the goals and objectives of the College of Southern Idaho Strategic Plan and Mission Fulfillment.